

A decorative graphic on the right side of the page. It features three concentric blue circles of varying sizes. Two thin blue lines intersect at a point between the top and middle circles, extending towards the top-left and bottom-right corners of the page. A third thin blue line extends from the bottom-right corner towards the bottom-right circle.

Frontline Focus Website User Manual

Training 101

A comprehensive communication document to give assistance to people using the online system.

Mr. Joebet Lacierda Mutia
11/21/2011

I. Login Page

So let's start with the login page and focus on the wibiya toolbar capabilities.

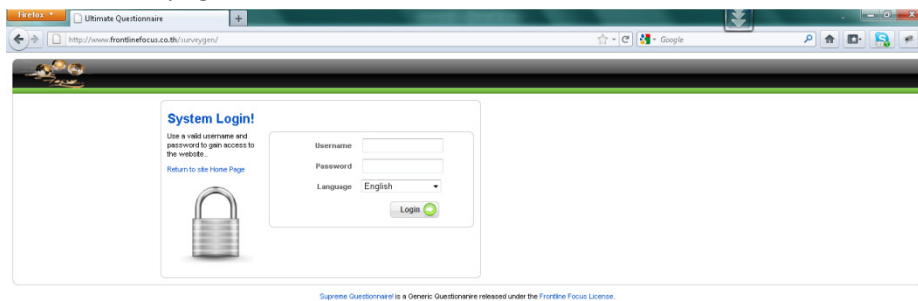
a. Wibiya Toolbar

a. Whos Online Plugin

This plugin determines the users location who visited our website. And it can be done using the steps below.

Steps to use.

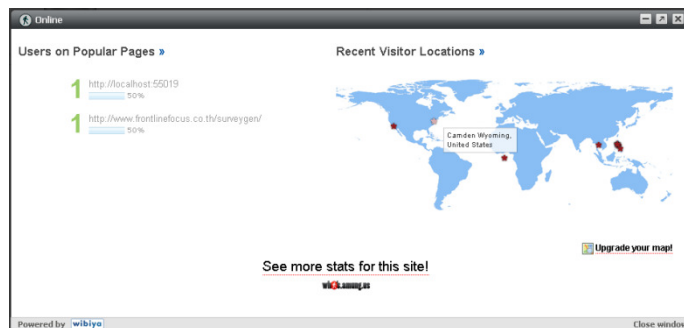
- a. Goto our webpage.



- b. Click on the icon with a man in a circle of white as what the picture shows.



- c. After clicking the button a popup will appear showing all of the users who logged in our site marked with a star.

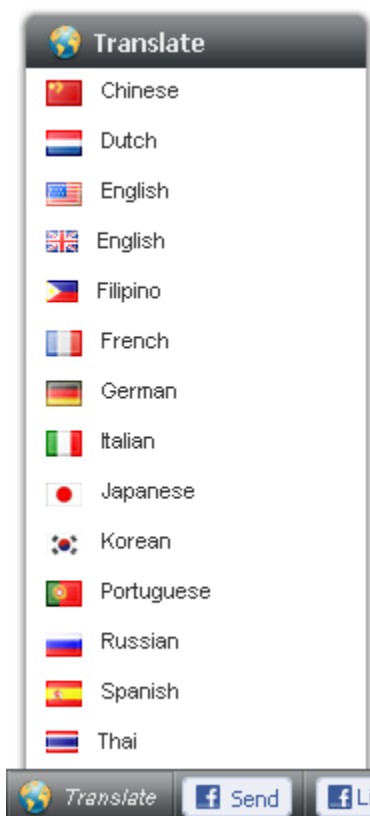


b. Translate Plugin

This plugin gives you the ability to automatically translate all text in the website.

Steps to use.

- a. Click on the translation button found at the bottom left side of the page.



- c. Wait for the page to translate all the text to your desired language.

d. Facebook Comment Plugin

This plugin gives you access to comment directly to our facebook website fan site.

Steps to use.

- a. Click on the “Send ” button at the bottom of the page.

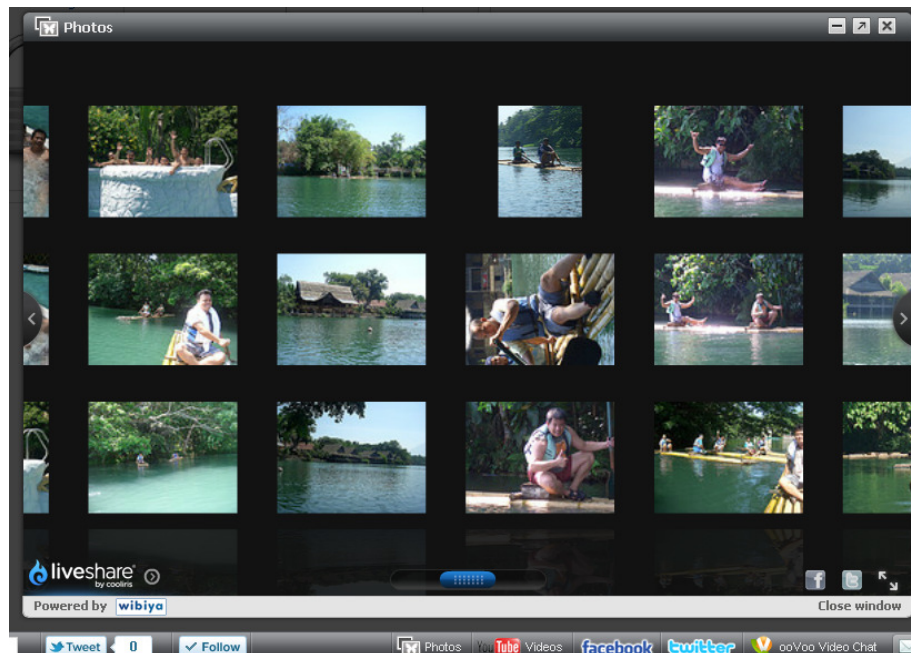
- b. Wait for the plugin to load.
- c. Login your facebook account.
- d. Fill the fields.
- e. Press Send.

e. Photos Plugin

This plugin shows variety of pictures of Frontlinefocus International.

Steps to use.

- a. Click on the “Photos” button at the bottom of the page.
- b. Wait for the plugin to load.



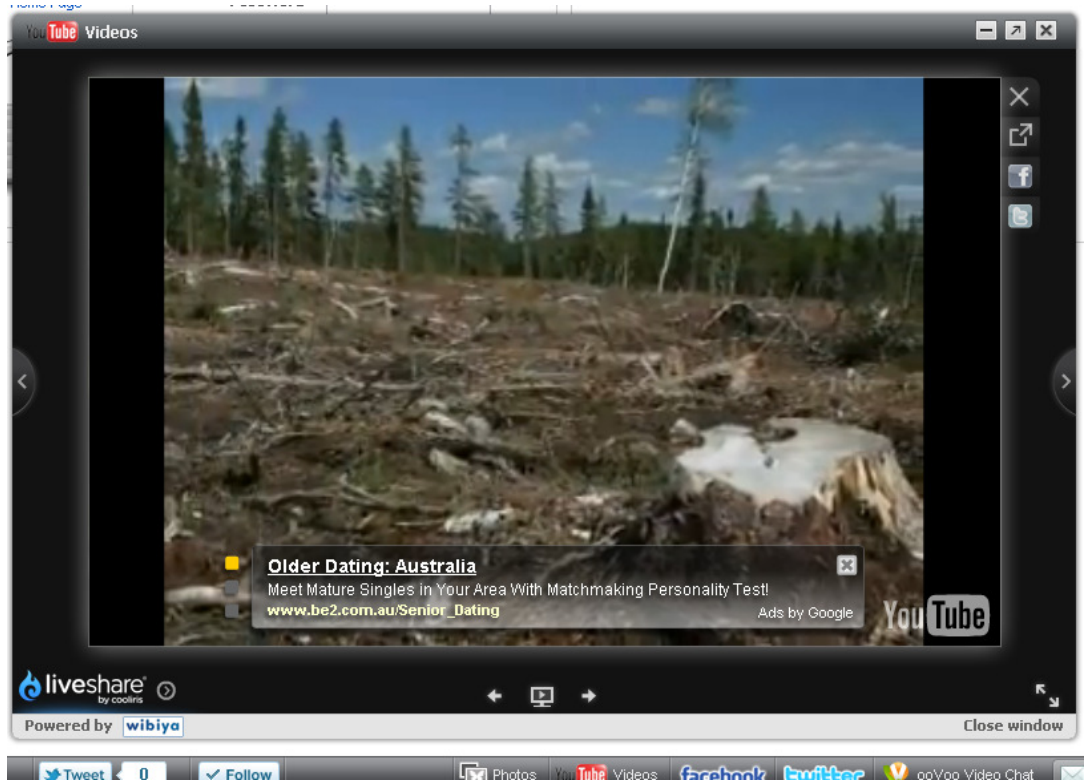
- c. Select an Image and wait for it to load.

f. Youtube Toolbar

This plugin shows all of the pictures in our FrontlineFocus youtube channel.

Steps to use.

- a. Click on the “YouTube Videos” button at the bottom of the page.
- b. Wait for the plugin to load.



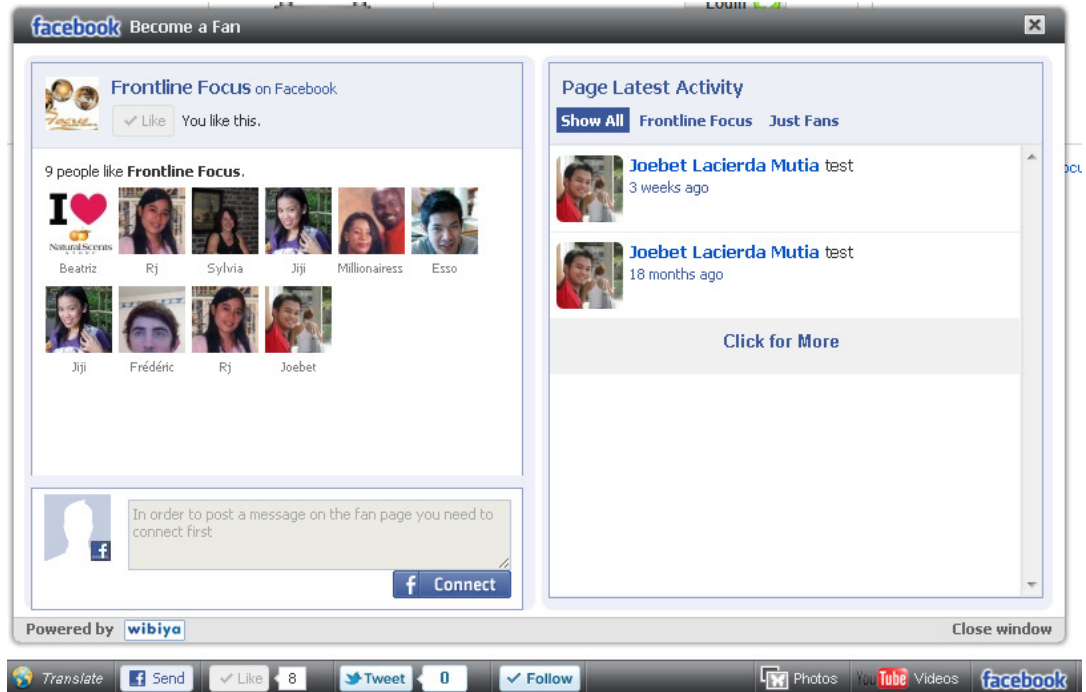
- c. Select your video and enjoy the show.

g. Facebook Page Plugin

This plugin loads the Facebook fanpage of FrontlineFocus.

Steps to use.

- a. Click on the “Facebook” found at the bottom of the page.



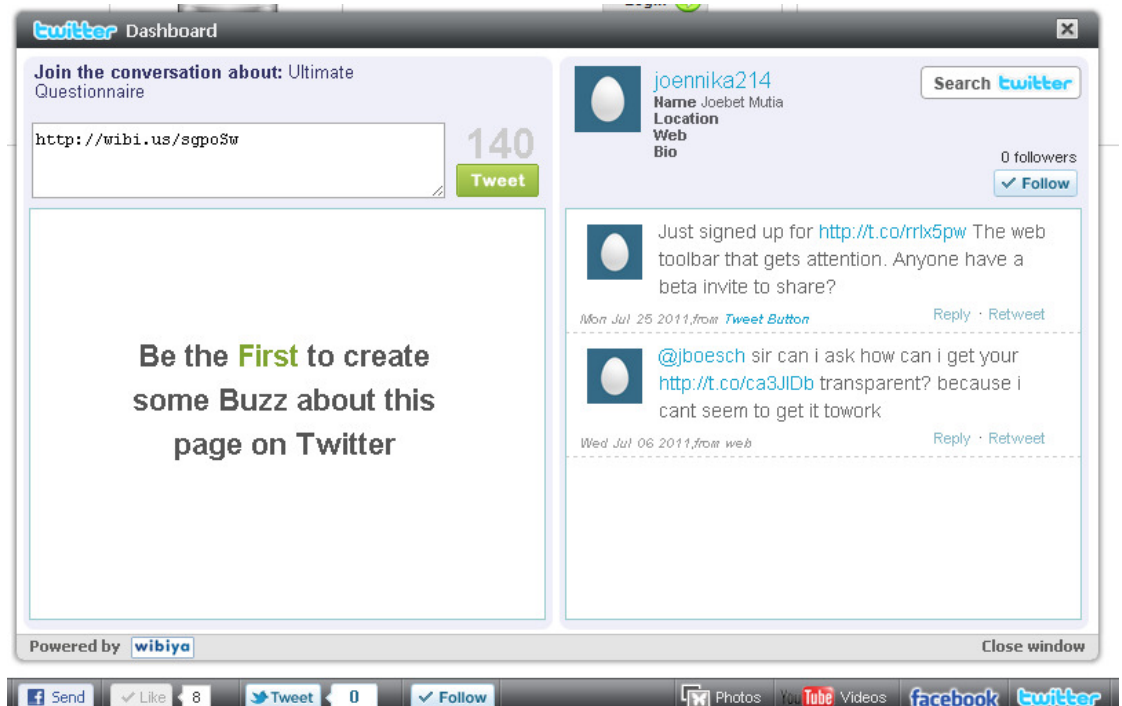
- b. Wait for the plugin to load.

h. Twitter Page Plugin

This plugin loads the Twitter fanpage of FrontlineFocus.

Steps to use.

- c. Click on the “Twitter” found at the bottom of the page.



- d. Wait for the plugin to load.

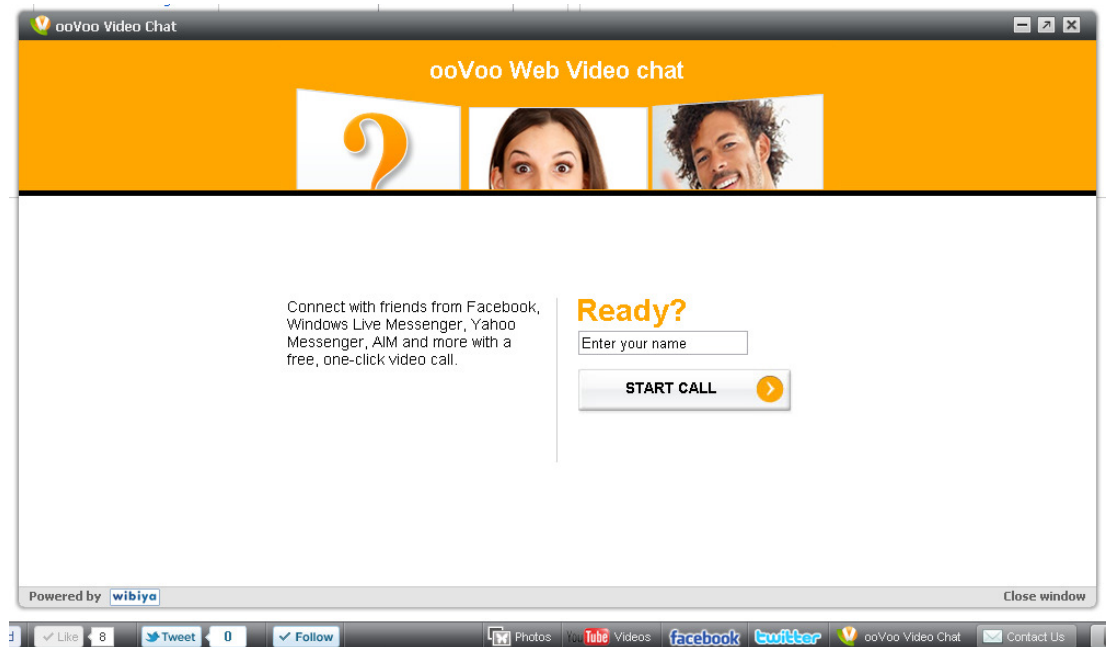
i. Video Chat Plugin

This plugin the coolest plugin found at the bar. Here you can make a video conference to a maximum of 4 persons.

Notes: You must have “**Java Runtime**” installed in your computer. If you don’t know this, just contact your system administrator for assistance.

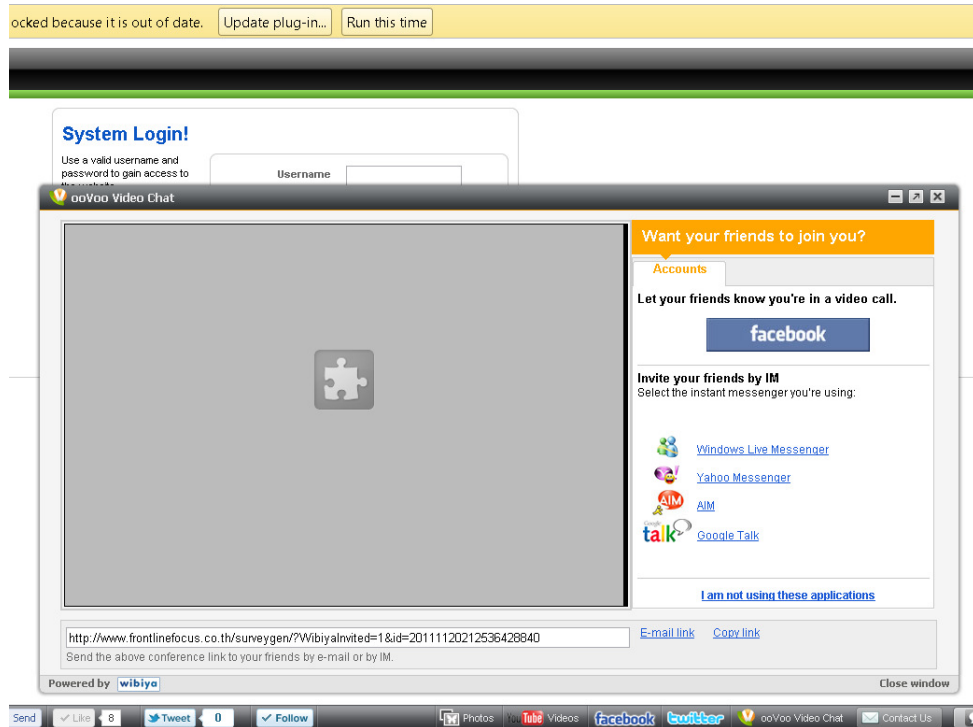
Steps to use.

- a. Click on the “ooVoo Video Chat” found at the bottom of the page.
- b. Wait for the plugin to load.

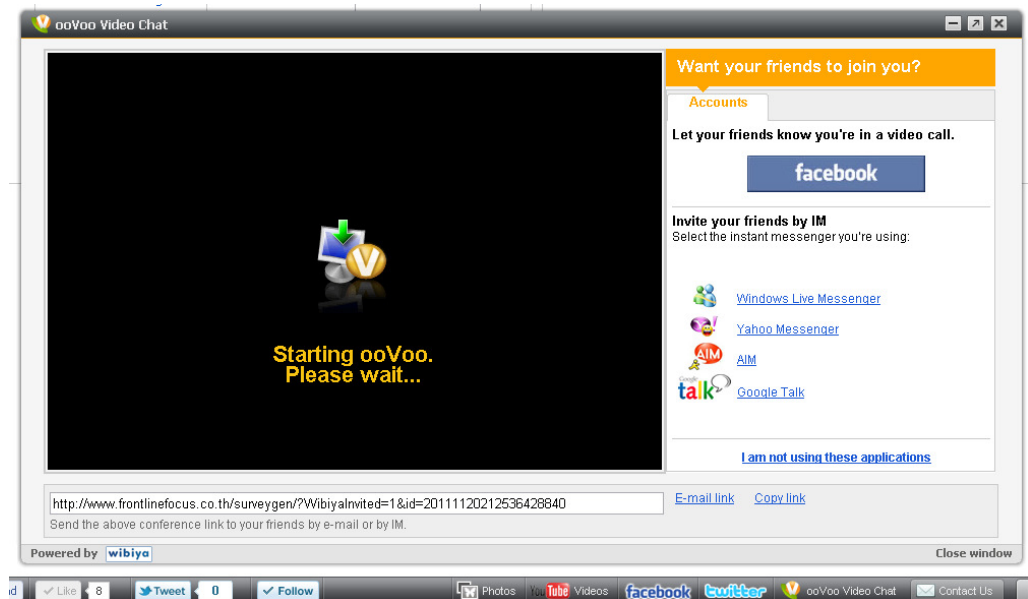


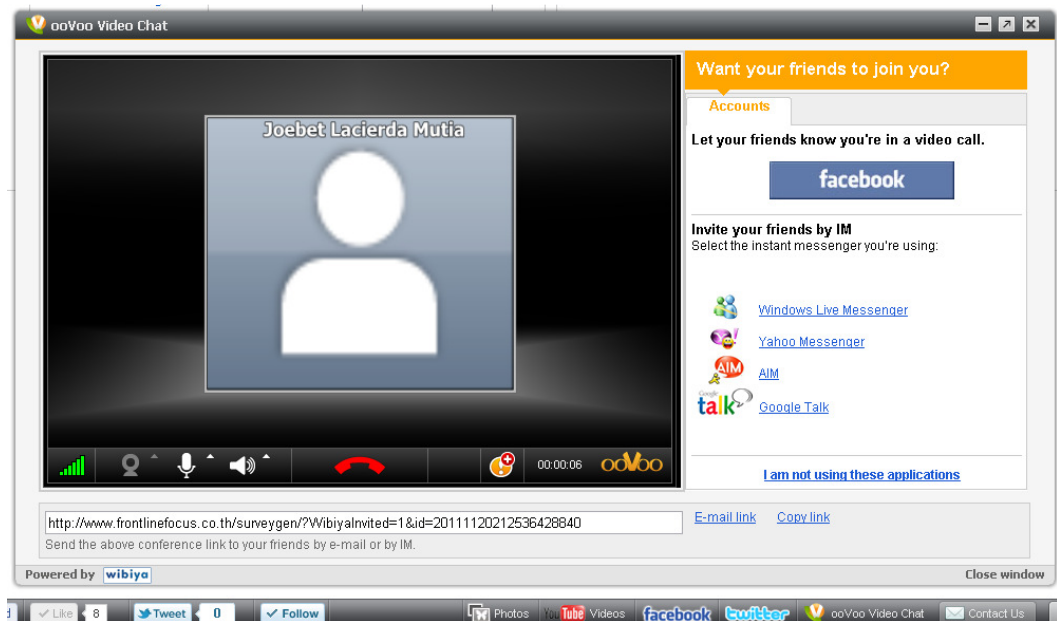
- c. Enter your name at the field provided and press “Start Call”

- d. Taking to account that you have “Java runtime” installed. A popup will appear at the top of the page (Google Chrome Browser) this indicates that your java runtime is not updated. You can “Update the plugin” or just click “Run this Time” to allow the plugin to continue as shown below.

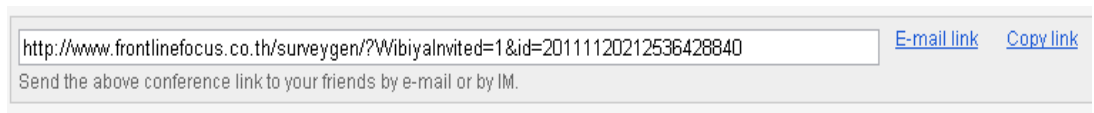


- e. After click the button you should see the picture shown below. It will automatically detects your camera and broadcast you on the web.





- f. After the plugin was successfully loaded. You must copy the link at the bottom of the plugin and give it to the person you want to have chat with.



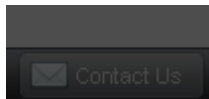
- g. Enjoy!

j. Contact Us Plugin

This plugin can be use to send a query or any sort of message related to Frontline Focus.

Steps to use.

- a. Click on the “Contact Us” button at the bottom of the page.



- b. Wait for the plugin to load.

- c. Fill the fields as what the pictures illustrates.



The screenshot shows a 'Contact' form window with a dark header and a light gray body. The header contains the title 'Contact' and a close button. The body features the Frontline Focus logo, social media icons for Facebook, Twitter, and YouTube, and a section for user information. The form includes fields for Name, Email, Phone, and a Message. A verification step is also present, showing a word 'SC4DKZ' and a corresponding input field. At the bottom, there is a 'Send Message' button and a promotional text for a free 'Contact Me' button.

Contact

Frontline Focus

f t s

Name*

Joebet Lacierda Mutia

Email*

joennika214@yahoo.com

Phone

+639106386425

Message*

Contact demo

Type the word for verification*

SC4DKZ SC4DKZ

Send Message

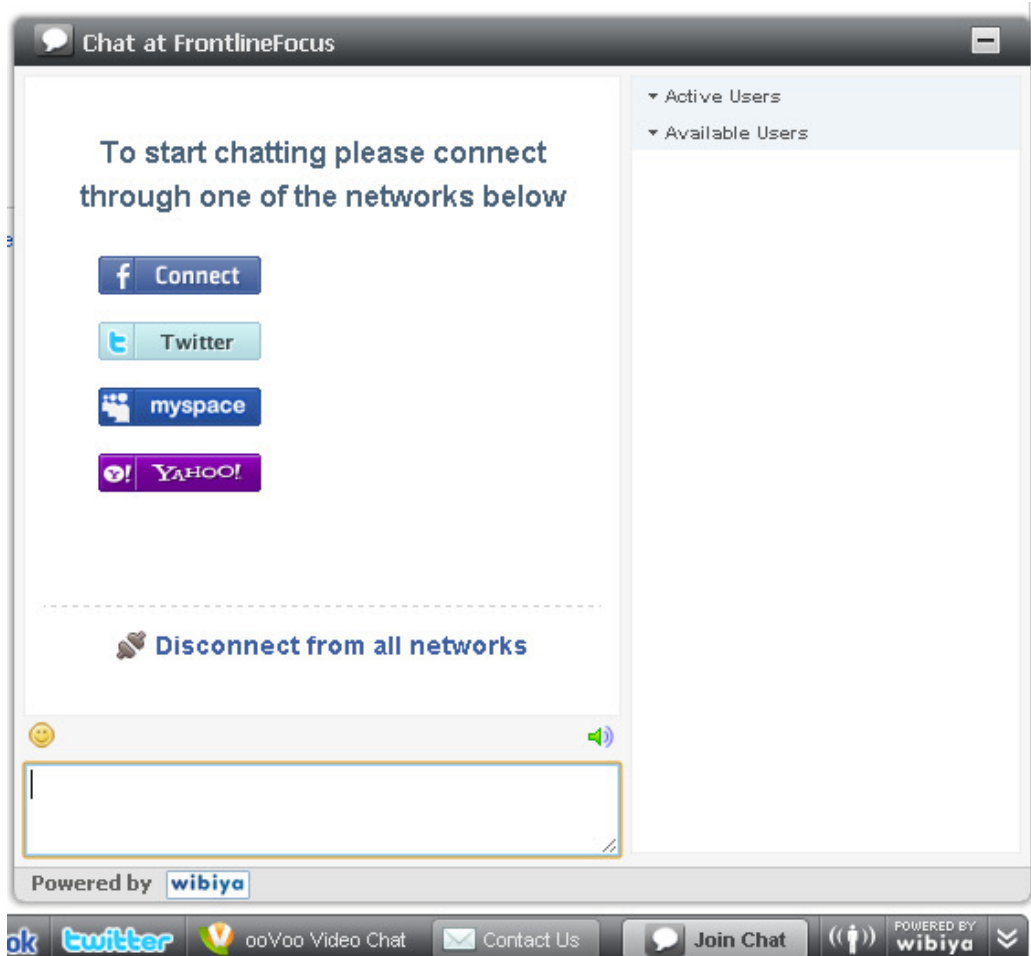
Get your free **Contact Me** button now.

k. Chat Plugin

This plugin can be use to chat other users in our page.

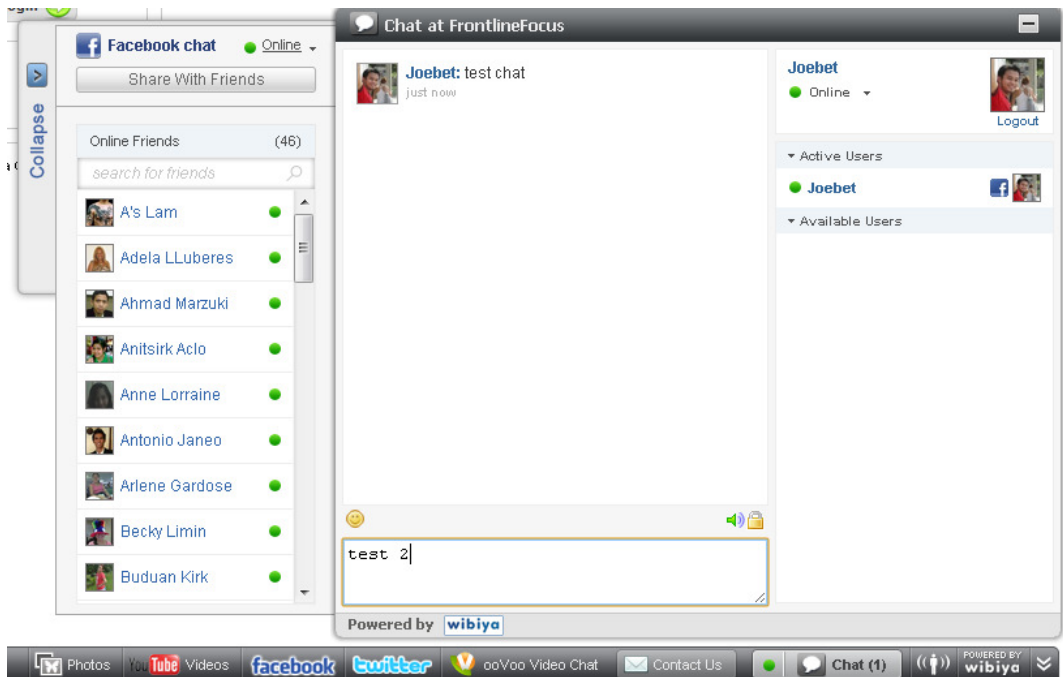
Steps to use.

- a. Click on the “Join Chat” button at the bottom of the page.

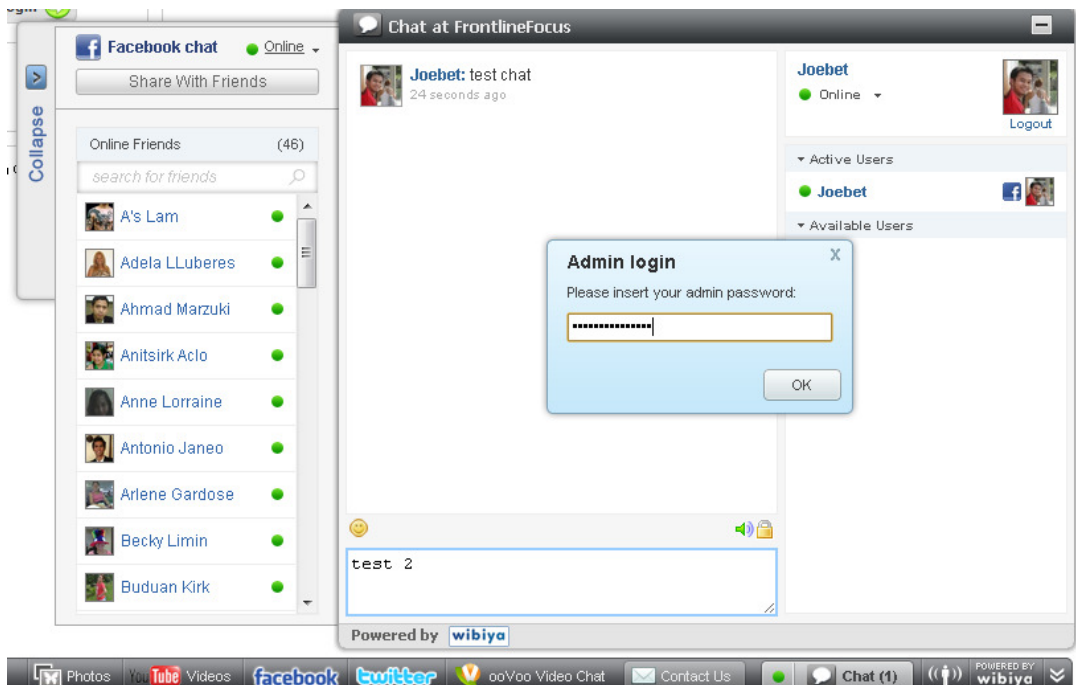


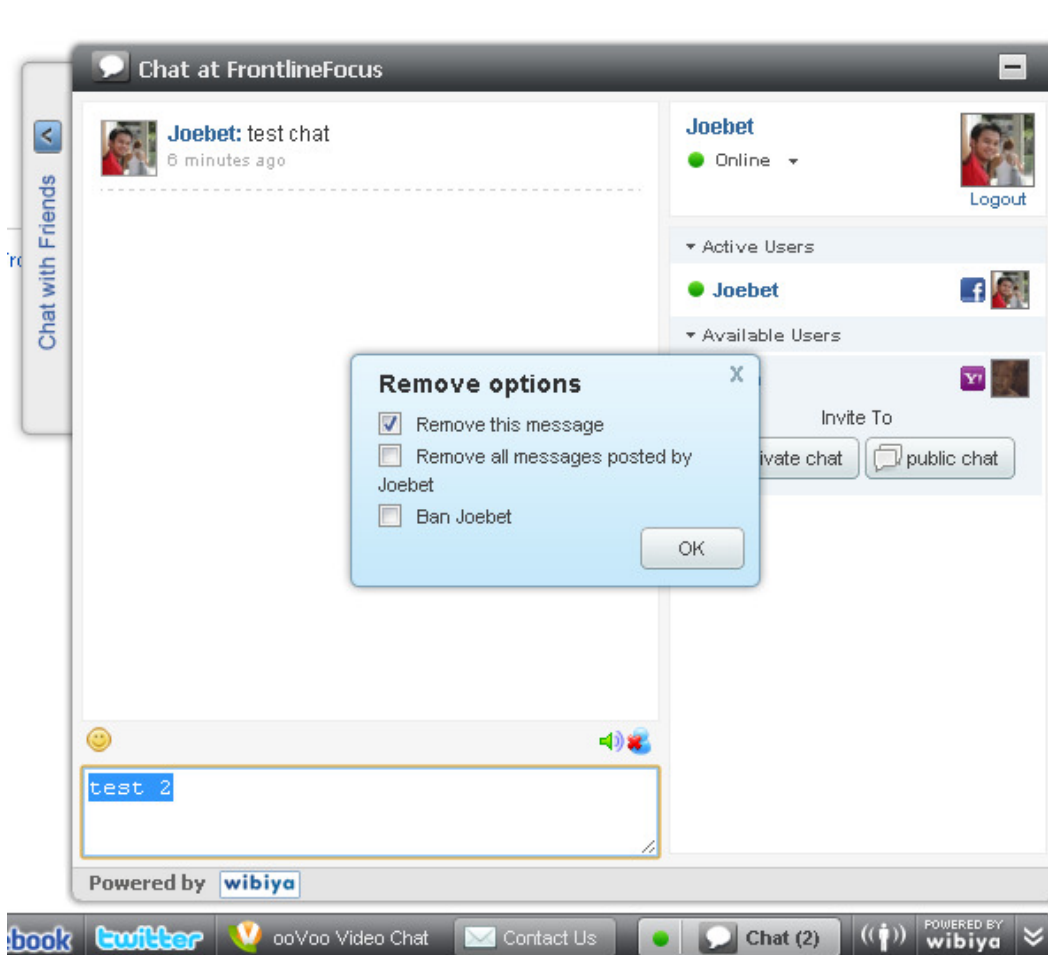
- b. Choose from the facebook, twitter, myspace and yahoo by which you will use to login to our chat system.

- c. In this sample screenshot I used facebook and this will be the user interface after you had successfully logged in.

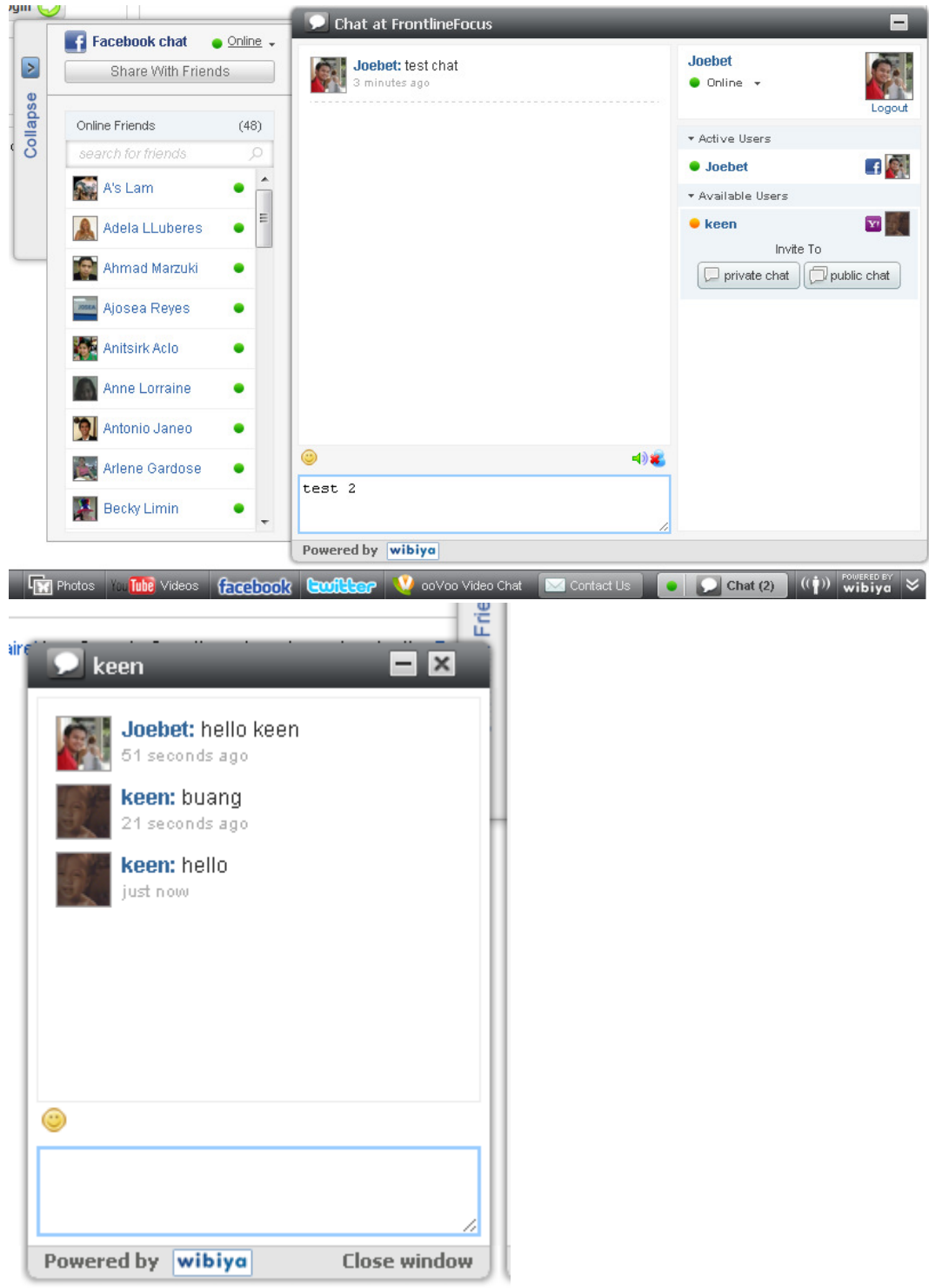


- d. As you can see there is a lock bottom at the bottom of the chat. By clicking that you will be prompted for an administrator password (Administrator access can block or delete chat of a specific user.) The icon of the lock will change after you had successfully logged in as admin.





- e. You can also private chat a user using public chat or private chat as the pictures shows.



II. Managers Account

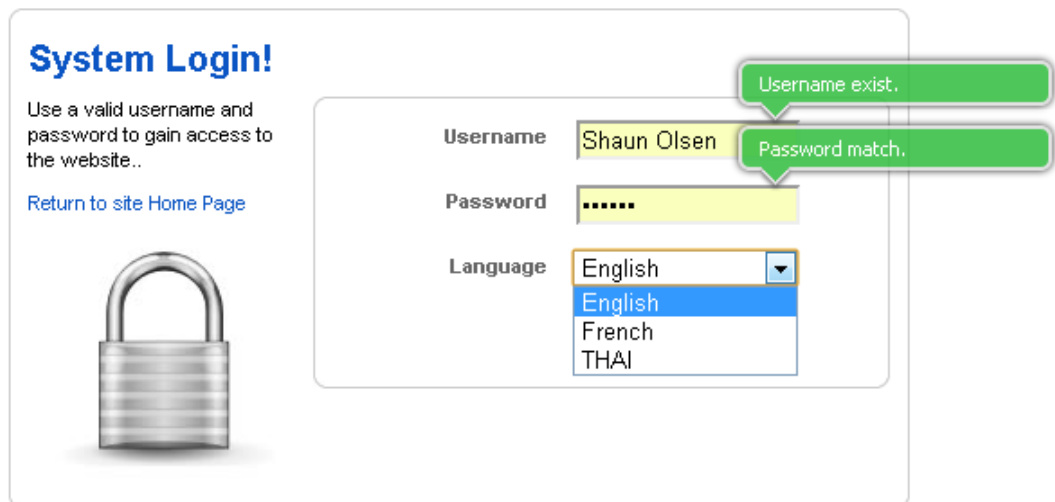
So let's move forward using the managers account.

a. Language

This feature is an alternative way to change the language text in the site.

Steps to use.

- a. Click on the drop downlist and choose what language you like



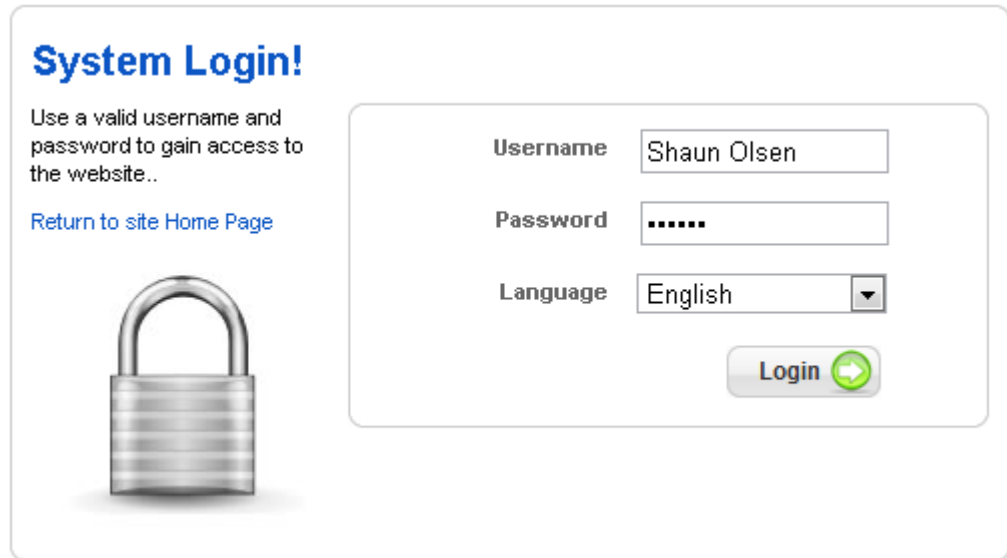
The screenshot shows the 'System Login!' page. On the left, there is a padlock icon and a link to 'Return to site Home Page'. On the right, there are input fields for 'Username' (containing 'Shaun Olsen'), 'Password' (containing '.....'), and 'Language' (a dropdown menu). The 'Language' dropdown is open, showing options: 'English' (selected), 'English', 'French', and 'THAI'. Two green callout boxes are present: one pointing to the 'Username' field with the text 'Username exist.', and another pointing to the 'Password' field with the text 'Password match.'.

b. Login Fields

This are the input fields by which you must enter your username and password to be able to user our site.

Steps to use.


- a. Enter your username, password and choose your language (Default English)



System Login!

Use a valid username and password to gain access to the website..


[Return to site Home Page](#)



Username

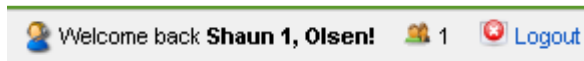
Password

Language ▼

Login 

c. Welcome Page (News Feed)

This feature is main page after you had successful logged in. Below is the screenshot showing your name.



like facebook timeline. Here you can see all of the messages sent to you by the system (Manager system).

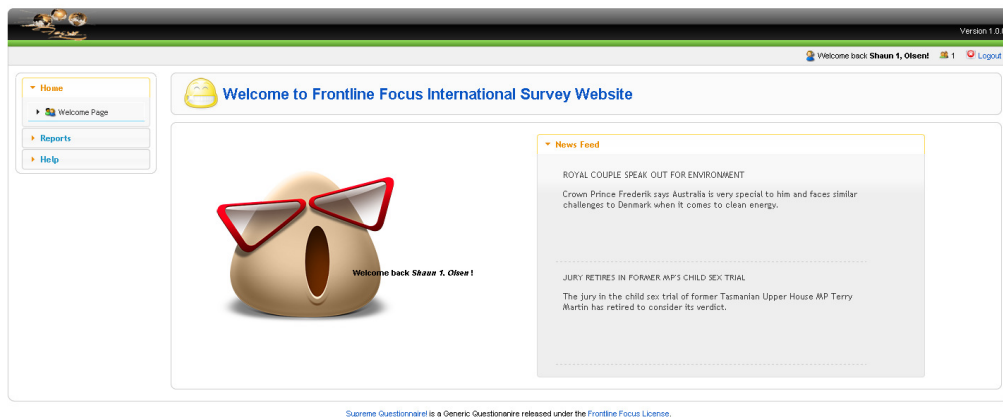
a. News Feed

This feature is like facebook live messages. Here you can see all of the messages sent to you by the system (Handled by the Manager system)

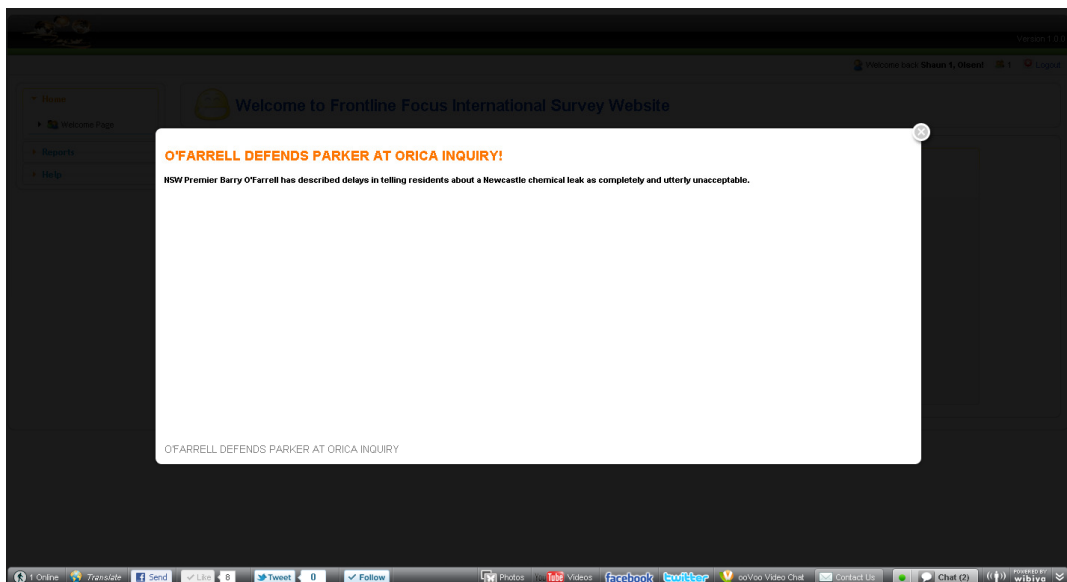
Steps to use

Frontline Focus Website User Manual

- a. Click on the message you would like to read.



- b. Wait for the plugin to load.



d. Help Bar

This feature gives you access to the help tool of the page.

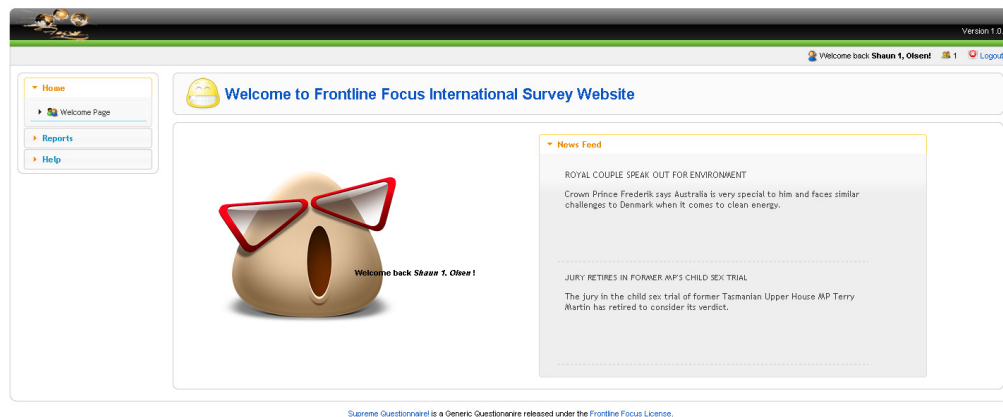
- a. **User Manual**

This features prompts a pdf format usermanual that you can view online.

Steps to use

Frontline Focus Website User Manual

- a. Click the user Manual button found at the left corner of the page



- b. Wait for the page to load.

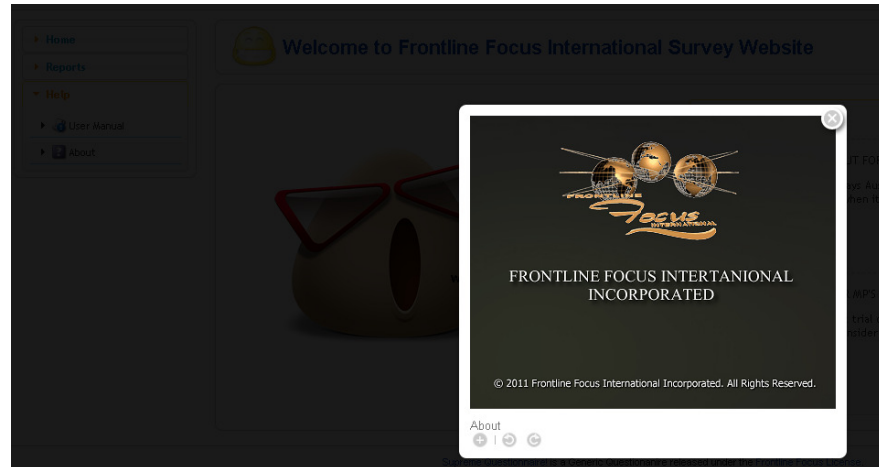


- b. **About**

This features prompts a copyright logo of Frontline Focus.

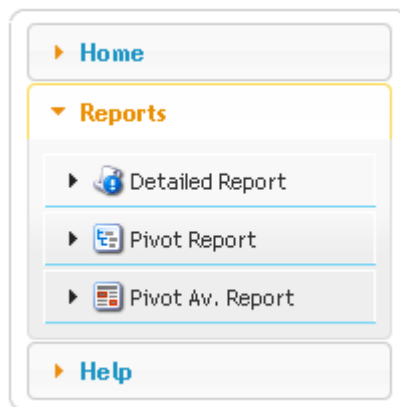
Steps to use

- a. Click the user “About” button found at the left corner of the page



- c. **Reports**

This features is the report generator page of the site. Below are the screenshot for the different reports.



- a. Detailed Report (On development)
- b. Pivot Report

This feature is the **bit by bit report** of all of the surveys being done by the shoppers.

Steps to use

- a. Click the user “Pivot Report” button found at the left corner of the page. And wait for the page to load.

- b. Use the fields and drag it to the filter , data area and show area in the grid.

Export to: pdf

Export Options:

- ☐ Print headers on every page
- ☒ Print filter headers
- ☒ Print column headers
- ☒ Print row headers
- ☒ Print data headers

Page 1 of 69 (686 items) < [1] 2 3 4 5 6 7 ... 62 68 69 >

Visit Type < Survey Type < Manager <

Total Points < Year < Period <

Country < Brand < Store < Job # <

2011

2011 Total

1	2	3	4	5	6	7	8	
		274						274
				261				261
						300		300
			274.00	261.00	300.00			278.333

- c. You can also export the data in different formats like pdf, excel, csv etc.

c. Pivot Average Report

This feature is the **average calculation report** of all of the surveys being done by the shoppers.

Steps to use

- a. Click the user “Pivot Average Report” button found at the left corner of the page. And wait for the page to load.

- b. Use the fields and drag it to the filter , data area and show area in the grid.

Export to: Pdf

Export Options:

- ☐ Print headers on every page
- ☒ Print filter headers
- ☒ Print column headers
- ☒ Print row headers
- ☒ Print data headers

Page 1 of 147 (1469 items) < [1] 2 3 4 5 6 7 ... 145 146 147 >

Visit Type Quarter Question Date Survey Type Country Manager Job #

Points Drop Column Fields Here

Brand	Store	Question Category	Points Total
<input checked="" type="checkbox"/> Dunkin Donuts	<input type="checkbox"/> Airport Hatyai	Customer Satisfaction	225
		FFI Internal Information	
		General Information	
		Great Hospitality	230
		Promotion	30
	<input type="checkbox"/> Airport Phuket	Staff Grooming	140
		Store Presentation	210
		Customer Satisfaction	227
		FFI Internal Information	
		General Information	

Page 1 of 147 (1469 items) < [1] 2 3 4 5 6 7 ... 145 146 147 >

- c. You can also export the data in different formats like pdf, excel, csv etc.

III. Shoppers Account

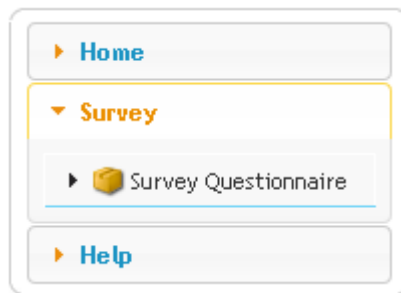
So let's move forward using the shoppers account.

a. Survey

This is the page by which the shopper will enter the report..

Steps to use.

- a. After you had successfully logged in. Click on the Survey Questionnaire button found at the left corner of the site.



- b. In this page you can see all of the shops that needed to be filled with report.
- c. The Survey Type, Brand, and Store Drop downlist can be used to sort out the list for you. Just choose the desired value and wait for the page to load.
- d. Or, you can use the Job# to view a specific schedule.

Survey

Survey Type:

Date Shop: -


Brand:

Store:

Job #:

Date	Job #	Brand	Type	Type	Survey Type	Country	Store	Address
10-25-2011	1164	Amway	Drive-Thru	Scheduled	Amway Visit 1	THAILAND	Boots_President Park (Sukhumvit 24)	99/097 ซอยสุขุมวิท 24

- e. Before you can to the report it is required to enter the Date you had done your shop. As shown below.



Survey

Survey Type: All

Date Shop: 21-Nov-2011 11:15:37 - 21-Nov-2011 11:15:37

Brand:

Store:

Job #:

Date	Job #
10-25-2011	1164

Supreme Question


From

Year			Hour	Minute	Second
<	2010	2011	>		
Month					
Jan	Feb	Mar	Apr	May	Jun
Jul	Aug	Sep	Oct	Nov	Dec
Day Of Month					
Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
25	26	27	28	29	30

Hour	Minute	Second
00	12	0
01	13	1
02	14	2
03	15	3
04	16	4
05	17	5
06	18	6
07	19	7
08	20	8
09	21	9
10	22	
11	23	

Address

thumvit 24) 99/997 ฏฏฏ 24



Survey

Survey Type

Date Shop -

Brand

Store

Job #

Date	Job #	Brand	Type	Type	Survey Type	Country	Store	Address
10-25-2011	1164	Amway	Drive-Thru	Scheduled	Amway Visit 1	THAILAND	Boots_President Park (Sukhumvit 24)	99/97 ซอยพิน 24

- f. After you had successfully entered the “Date Shop” you can click now the magnifying glass found at the right side of the schedule row.
- g. Right after the page loads all of the questions you might found out that there is a popup message in every question. This is a tooltip that act as a help in answering the question. As the picture illustrates.

Home

Welcome Page

Survey

Help

The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog.

Survey Questionnaire

General Information

1) Day of Visit

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☒ Thursday
- ☐ Friday
- ☐ Saturday
- ☐ Sunday

2) Date of Visit

Select a Date

Year

< 2010 2011 2012 >

Month

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Day Of Month

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

2 Online

Translate

Send

Lit

8

Tweet

0

Follow

Photos

Videos

facebook

tumblr

Google Video Chat

Contact Us

Chat (2)

white

Home

- Welcome Page
- Survey
- Help

Survey Questionnaire

General Information

1) Day of Visit

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog.

- h. Also there's a side bar that can be use for easy navigation. Just click on the nav bar on the right side of the page. Select the question or Category you want and the page will redirect you to the specific location.

Nav

General Information

- Day of Visit
- Date of Visit
- Start Time
- Finish Time

LP Nav

- Store Presentation
- Artistry & Nutrilite Counter
- Business Service & After Sale Service & Return
- General comments
- MPI Internal

- i. The other bar is the indicator of all of the questions the shopper mark as 0 points. So, when an answer has a 0 points that specific question will be shown.

LP Nav

□

▼ General Information

► Store Presentation

► Artistry & Nutrilite Counter

► Business Service & After Sale Service & Return

► General comments

► MPI Internal

- j. When you miss some of the question, the system is smart enough to prompt for errors and it will redirect you to that specific question you had miss to answer.

3) * Please select an option Service : After Sale Service & Return

☐ Yes

☐ No

☐ N/A

4) * Please select an option Business Service & After Sale Service & Return

☐ Yes

☐ No

☐ N/A

4) * Please select an option Service & After Sale Service & Return

☐ Yes

☐ No

☐ N/A

- k. When you are done you can just simple save the survey by pressing the “Save” button found at the bottom of the questionnaire.

Save
